

# Welcome, Training Agents!

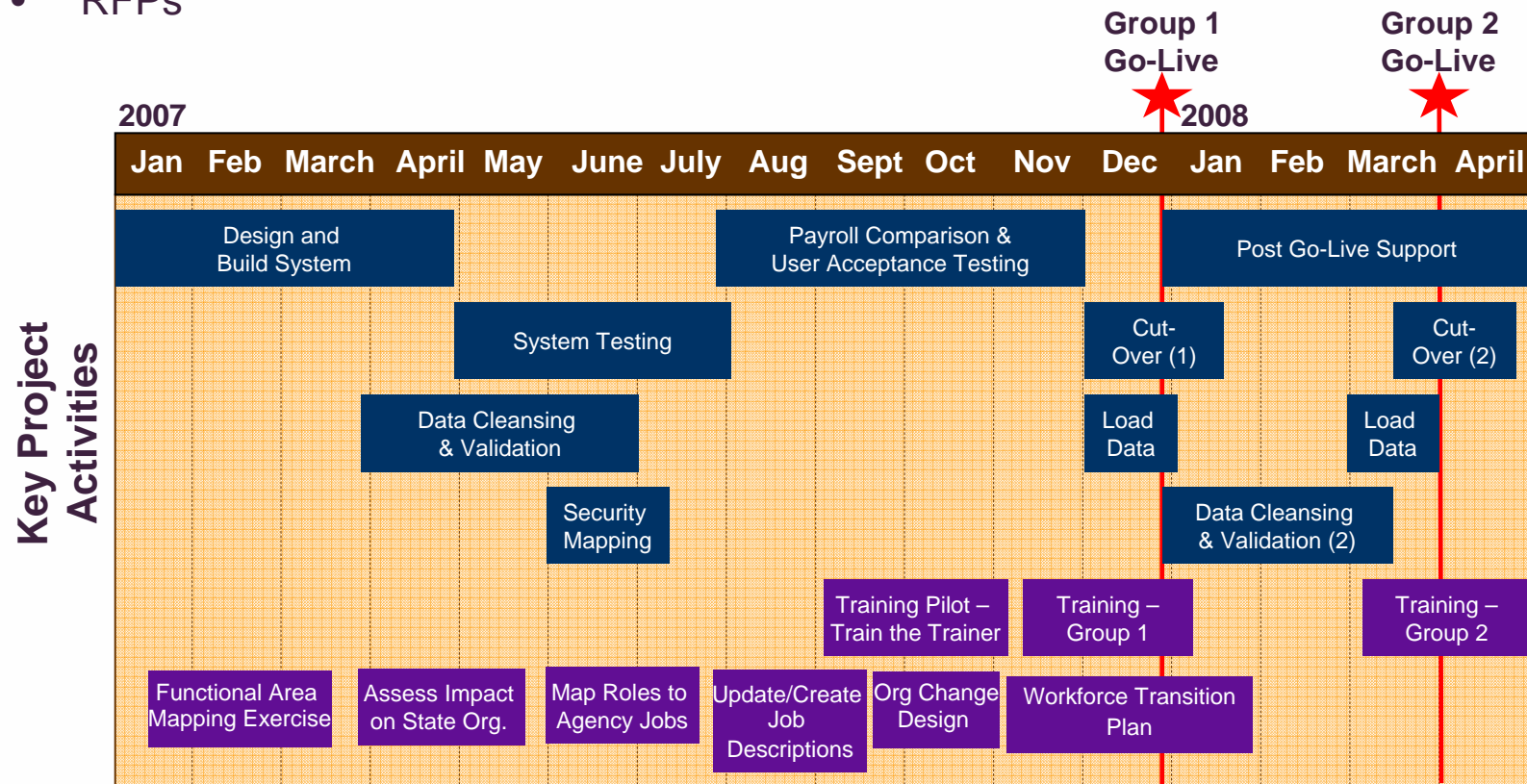
## Agenda

---

- ❑ **Updates**
  - **BEACON Project**
  - **Training Vendor**
  - **Training Sites**
  - **Instructors**
- ❑ **Change Management and Training Interfaces**
- ❑ **Demo SAP Online Help**
- ❑ **Next Steps**

## Project Update

- Design and Build Status
- RFPs




## **Training Vendor**

- ☐ **Training Partner Vendor**
  - **Preparation for development of training materials**
  - **Training materials development**
  - **Deployment preparation**
  - **Deployment of the learning program**
  - **Post-implementation support**
- ☐ **Onboarding April 16**

## Training Sites

- ☐ Received feedback from:
  - Dept. of Correction
  - Dept. of Health and Human Services
  - Dept. of Justice
  - Dept. of Public Instruction
  - Dept. of Revenue
  - Dept. of Transportation
  - Office of the State Controller
  - Office of State Personnel
- ☐ Please respond by Thursday, April 5

## Training Sites



**Classroom Suitability Evaluation**

Classroom: \_\_\_\_\_

Location: \_\_\_\_\_

Agency: \_\_\_\_\_

Contact: \_\_\_\_\_

Rental Fee: \_\_\_\_\_

<input checked="" type="checkbox"/> <b>Classroom Requirements Checklist</b>	
✓	Facilities
✓	Classroom tables and chairs to accommodate 10 workstations and up to 15 students
✓	Ten PCs in training room: Hardware: 1.0GHz Processor, 256Mb of Memory, 1Gb free HD space, 17" or 1024x768 resolution monitor; Software: Microsoft Windows 2000 or higher with Microsoft Internet Explorer 6.0 or higher; .MS PPT
✓	Access to NC Network (access to the SAP system / Internet)
✓	Adequate room heating / cooling
✓	Adequate room lighting
✓	Adequate electrical outlets for needed access
✓	Access to other facilities (breaks, restroom, snacks) lunch?
✓	Computer projection equipment
✓	Printer access for printing on site
✓	Availability
✓	Classroom can be available 2 days per week from September 2007 through March 2008
✓	Classroom is available / accessible to all State personnel
✓	Adequate (free) parking
✓	Phone service (room has phone or good mobile phone coverage)
✓	Room layout suitable for classroom training? Describe layout:
✓	High volume printing service available nearby
✓	Room has Flip chart / white board / chalk board

Note: Highlighted criteria are essential requirements for a training site

Classroom Requirements Checklist

## Training Instructors

- ❑ **The most effective instructors:**
  - Understand current business processes and policies
  - Can explain concepts and relate the “old” to the “new”
  - Know how to use SAP
- ❑ **Recruiting state instructors is critical to the success of the BEACON project**
  - Instructors will be able to relate current state to new processes
  - Instructors will develop strong SAP skills and will be able to provide on-going, first-line support after implementation
  - We will develop a network of training resources for on-going training needs

## Training Instructors

To date, instructors have been recommended by:

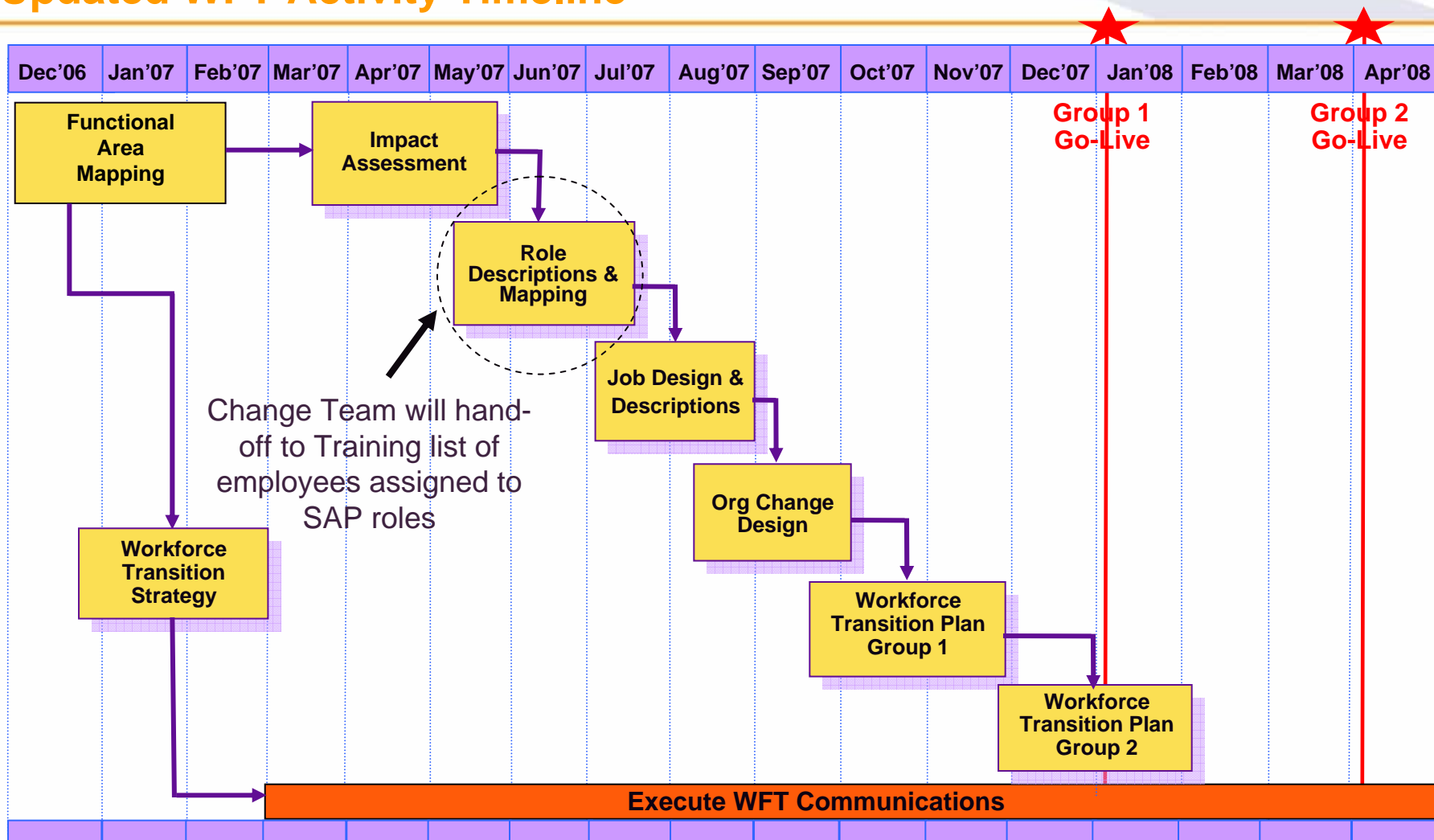
Agency	Number of Instructors
Dept. of Administration (Fiscal)	3
Dept. of Administration	1
Dept. of Revenue	1
Office of State Personnel	14
Office of the State Controller	4
Dept. of Correction	9
Dept. of Transportation	4
Total	36

## Deployment Model

- ☐ **Cross-agency classes**
- ☐ **Training vendor will co-facilitate classes with agency instructors**
- ☐ **Regional training centers**
- ☐ **Blended learning approach**
  - **Classroom sessions for SAP transaction (Stream 3)**
  - **Computer-based for SAP navigation and policies/procedures**
  - **Practice will be both computer-based and in facilitated sessions**

# Change Management Team Processes

## Updated WFT Activity Timeline



## **BST Training Agent Support**

- **Training Agents will look to Change Agents to:**
  - Identify change impacts and training requirements from the impact assessment exercise above and beyond
  - Inform the Training Team and Training Agents about messages and themes they and the BEACON HR/Payroll Project Change Management Team are communicating about the BEACON project in order to ensure consistency across agent groups
  - Help set expectations among end users regarding training deployment schedule and methodologies
  - Review Role Mapping activities and results and synergize where needed
- **Training Agents will provide the Change Agents with:**
  - Information about the training curriculum strategy and plans
  - An explanation of the training deployment plan so the Change Agents can help prepare their agency employees for the training process
  - Help with Role Mapping activities as needed



## Change Agents by Agency (As of 2/28/07)

**Administrative Office of the Courts**  
Margaret Wiggins

**Dept. of Administration**  
Valerie Ford

**Dept. of Agriculture & Consumer Services**  
Ben Harward

**Dept. of Commerce**  
Shannon Hobby

**Dept. of Correction**  
Mary Stephenson, George Hedrick

**Dept. of Crime Control & Public Safety**  
Meredith Weinstein, Margaret Murga,  
Kimberly Greene

**Dept. of Cultural Resources**  
Mollie Schnell

**Dept. of Environment & Natural Resources**  
Twanetta Lytle, Rita Richardson

**Dept. of Health and Human Services**  
Paula Woodhouse, Judy Gay, Elaine Barnes

**Dept. of Insurance**  
Ronnie Condrey

**Dept. of Juvenile Justice & Delinquency Prevention**  
Linda Washington

**Dept. of Labor**  
Nancy Lipscomb

**Dept. of Public Instruction**  
Jack Stone

**Dept. of Revenue**  
Frank Rogers

**Dept. of the Secretary of State**  
Anette Stephens

**Dept. of the State Treasurer**  
Stephanie Beard

**Dept. of Transportation**  
Herbert Henderson, Angela Faulk, Kathi Johnson

**Employment Security Commission**  
Anne Lasley

**Information Technology Services**  
Pam Frazier

**NC Education Lottery**  
Anna Clayton

**Department of Justice**  
Lisa Sasser

**Office of State Budget & Mgmt**  
Ursula Hairston, Kay Radford

**North Carolina Community College System**  
Jane Phillips, Alice Smith

**Office of Administrative Hearings**  
Elsie Underhill, Camille Winston

**Office of State Personnel**  
Brenda Warburton

**Office of the State Auditor**  
James Forte

**Office of the State Controller**  
Jan Fjeldsted

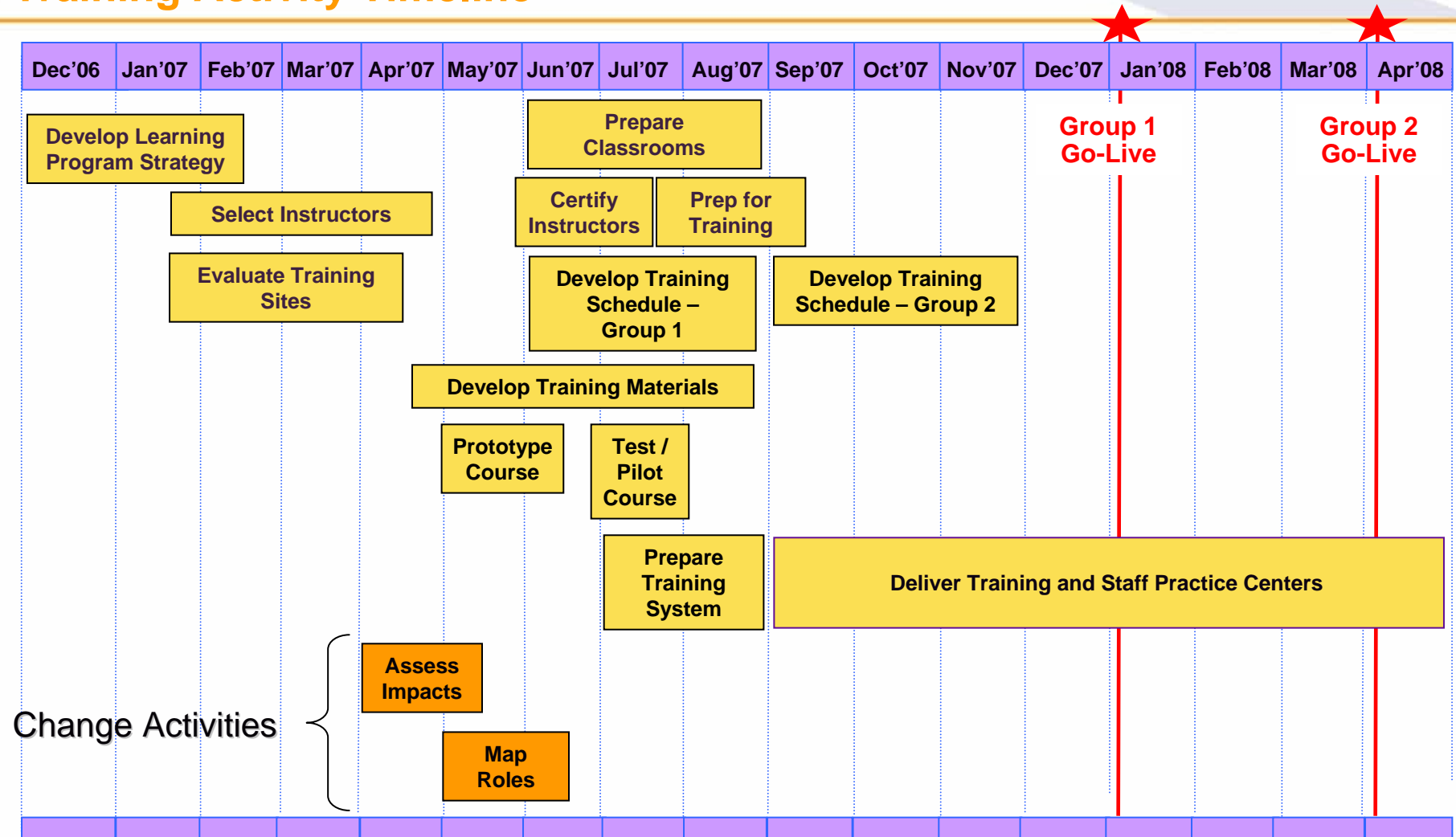
**State Board of Elections**  
Ronda Russell

**State Health Plan**  
Beverly Harris

**Wildlife Resources Commission**  
Carol Batker

**NC School of Science & Math**  
Germaine Brewington

## Training Activity Timeline



# Training Materials

## Training Materials Strategy

- ❑ Role-based
  - Employees receive training relevant to their position
  - Includes instruction on business processes, as well as SAP transactions
- ❑ Building blocks
  - Project information and SAP basic navigation
  - New policies and procedures
  - SAP functionality
- ❑ Standardization vs. Customization
  - Standardized SAP transactional training
  - Stream 2 (policies and procedures) training can have customization
  - Agency-specific scenarios can be used in Stream 4 practice

# SAP Work Instruction Demo

## Next Steps

- ❑ Next month's meeting, Wednesday, April 25
  - Introduce training team
  - Update on impact analysis and role mapping
  - Curriculum update
  - Plan for pilot course
- ❑ Complete vendor selection process and onboard training team
- ❑ Finalize instructor selection
- ❑ Finalize training facilities selection
- ❑ Finalize curriculum design
- ❑ Develop, conduct, and evaluate pilot course
- ❑ Implement Learning Management System

**Questions?**

# Thank You!